

**NRDC-GR HQ**



**TRAVEL AGENCY SERVICES CONTRACT**

***PART III***

***SPECIAL PROVISIONS AND TECHNICAL  
SPECIFICATIONS (STATEMENT OF WORK)***

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**PART III****SPECIAL PROVISIONS AND TECHNICAL SPECIFICATIONS  
(STATEMENT OF WORK)****1. PURPOSE OF THE CONTRACT**

The purpose of this contract is to establish cooperation with a travel agency which will take charge of managing the national and international travel ticket reservations, as well as any other service included in the contract. The Travel Agency binds itself to furnish all the resources to render the best service possible.

**2. HQ NRDC-GR AUTHORIZED COORDINATION AND INSPECTION AGENTS**

a. For its direct official co-ordination and inspection requirements, HQ NRDC-GR designates the Travel Officer and the Contracting Officer as the staff elements that have the authority to co-ordinate, survey and track the way the contractor is performing the services provided in this contract.

b. They are warranted to have the right to check at any time, via internet or elsewhere, the data from the contractor concerning the prices of issued travel tickets, additional fees or taxes may have been established, or even prices that the Agency booked on behalf of NRDC-GR HQ interest for any other provided service. In any way the final price should be lower, from any other transporters that serve the specific destination.

**3. TRAVEL POLICY****a. ISSUE OF TICKETS**

Issue of travel tickets shall stick to the following provisions:

(1) The travel officer is the person (unless it will be diverted otherwise by NRDC-GR HQ) to request official travels to the contractor. He will enter into contact with the contractor, and usually by phone or e-mail, will ask for possible flights, indicating both, arrival and departure destinations and arrival and departure dates.

(2) The contractor binds himself to offer the most financially beneficial flights taking into account the data given by the Travel Office which has the means to compare and verify the lowest fares.

(3) As many of the proposed fares have a maturity date deadline, the contractor will have to warn it to the travel Officer one day before its closing date.

Contractor binds itself to offer HQ NRDC-GR the most advantageous option in terms of price and traveller convenience for every service requested. This commitment particularly refers to fares for flights, but is likewise valid for other

services.

Notwithstanding the above, HQ reserves the right to make a thorough online research through a specialized booking software and buy tickets from another Travel Agency, if one ticket with similar services at the same date, has a lower fare than the one offered by the contractor.

**b. SERVICE REQUEST**

The service request will be through one of these means:

- Telephone
- Fax
- E-mail

The travel officer will be the sole point of contact (unless it will be diverted otherwise by NRDC-GR HQ) between the contractor and the HQ NRDC-GR concerning official travels. For private travels of NRDC-GR personnel this HQ assumes no liabilities.

**c. DELIVERY OF DOCUMENTATION**

Contractor binds itself to render this service for free (ordinary and urgent documentation). As otherwise specified by the traveller officer, the documentation will be delivered to the HQ NRDC-GR premises, taking into account the following issues:

(1) Standard Documentation

Normal Delivery:

Request: Carried out with at least a 48-hour margin prior to the service itself.

Delivery deadline: 24 hours prior to the service itself.

(2) Urgent Documentation

Urgent delivery:

Request: Made with a margin of time between 24 hours and two hours prior to the service itself.

Delivery deadline: Defined by the minimum time required for the employee to execute the task.

**4. SERVICE TO BE RENDERED**

The contractor binds itself to manage the following services:

- a. FLIGHT RESERVATIONS
- b. CAR RENTALS
- c. OFFICIAL HQ EXCURSIONS

- d. ANY OTHER PRIVILEGED OFFERS BY THE SUPPLIERS.

Contractor binds itself to offer special prices in its Guide Services Corporate Agreements with discounts on published tariffs.

## 5. NEGOTIATION WITH SUPPLIERS

The contractor binds itself to enter into contact with different suppliers in order to attain fringe benefits to this HQ. This service will be performed at no cost to HQ NRDC-GR.

## 6. TRAVELLER SERVICES

The contractor binds itself to offer an Emergency Service able to provide assistance to HQ NRDC-GR staff outside office hours, 24 hours a day, 365 days a year, from any spot in the world.

The service will consist of:

- a. Urgent booking of flights.
- b. Trip management due to unexpected cancelations or changes to the programmed flight timetable.
- c. Useful information (timetables, tariffs, seat availability, etc.).

Personnel involved and running this service will be able to speak in English.

## 7. FINANCIAL AGREEMENTS

### a. Service Fees.

NRDC-GR will provide to the Contractor a flat rate Service Fee per separate category of flights indicated below (Euro per ticket). Any extra fees added by the Contractor to the Net value of the air tickets are not acceptable and will be a reason for terminating the contract for the Default of the contractor.

Item	Service Fee (Euro per ticket)
<b>Domestic flights</b>	5€
<b>Intra Europe flights</b>	7€
<b>Middle East flights</b>	7€
<b>Intercontinental flights</b>	12€

**b. Statistical Data**

NRDC-GR HQ during 2015 Fiscal Year spent almost 100.000€ from its budget for travel expenses and mainly for air tickets to several destinations. Overall, a total number of 250 air tickets have been issued for 99% of destinations inside Europe continent. A percentage of the bookings per major frequent destination are depicted in detail below:

- (1) Munich, Germany (21,1%)
- (2) Izmir, Turkey (13,6%)
- (3) Rome, Italy (8%)
- (4) Brussels, Belgium (5,8%)
- (5) Milan, Italy (4,5%)

HQ budget in travel expenses for 2016 fiscal year foresees 110.000€

**c. Contractor's Offers and discounts.**

The Contractor binds himself to Offer an amount of free tickets to NRDC-GR to the following destinations:

Item (Free flight to destination)	Number of tickets
Munich (Germany)	
Izmir (Turkey)	
Rome (Italy)	
Brussels (Belgium)	
Milan (Italy)	

- "Free" refers to the total cost of the ticket (face value, airport taxes, service fee, and 1 checked luggage).
- One free flight refers to "all retour" tickets from Thessaloniki airport to destination airport including intermediate destinations if necessary.
- If a free ticket is not offered please fill in with "-".

All the mentioned services in this contract are valid also for the families of the members of this HQ but should be paid directly by them individually; **NRDC-GR will not have the responsibility for services provided due to other than official purposes.**

All the written discounts and offers should be in force for the duration of this contract and **no request from the contractor for modifications could be acceptable which are not going to be for the benefit of NRDC-GR.**

In any case, the final price that the HQ NRDC-GR have to pay, will be lower, from the



lowest price that is offered **by any Travel Services Supplier** that serves the particular asked aim, otherwise HQ NRDC-GR has the right to proceed with the lowest cost offer.

#### **b. PAYMENT INSTRUCTIONS**

The following payment instructions should be followed:

- (1) All payments will be in EURO (€).
- (2) The payment of the tickets will be made by the Disbursing Officer of the HQ through bank transfer within 30 (thirty) calendar days after receipt of properly supported and acceptable invoices submitted upon completion of delivery, inspection and acceptance of the services covered herein.
- (3) All the prices should be **NON-VAT INCLUDED**.
- (4) During payment of each ticket a VAT exemption form will be given to the travel agency, in order to verify the legitimacy of the NATO purpose of the requested travel.
- (5) The bank transfers and other relevant costs overload the supplier.

#### **8. LETTER OF GUARANTEE**

The Contractor should deposit the amount of **five thousand euros (5.000,00 €)** at an acknowledged Bank, as a performance letter of guarantee for the services which the Agency should provide to NRDC-GR HQ. The letter of guarantee will be handed over to NRDC-GR/G8 the day of signing the contract and returned upon completion of Contractor's liabilities, which must be completed no later than 15 days after the termination/expiration of the contract. The receipt of the letter of guarantee is the contractor's responsibility. Proposals that do not meet the letter of guarantee requirement are not considered for award.

#### **9. TERMINATION FOR DEFAULT**

a. If the Contractor fails to perform the services within the time specified or any extension thereof, and does not rectify such failure within a period of 10 days (or such longer period as the Contracting Officer may authorize in writing) after receipt of notice from the Contracting Officer specifying such failure, the Contracting Officer may terminate the whole or any part of the contract and/or decide for the collapse of part or overall amount of the Surety Bond (letter of guarantee).

b. In case of weakness, regarding the provision of services agreed, from the awarded supplier, HQ NRDC-GR declares him deposed and imposes in total or disjunctive the following sanctions:

- Waiver from the award of the contract and from every right that arises from that.

- Collapse, part or overall amount, of Surety Bond (guarantee of good provision of services) of the contract in favour of HQ NRDC-GR.
- Entrusting of competition to the next bidder, or repetition of competition or even direct entrusting to another contractor without competition, depending on the needs of the HQ NRDC-GR. The charge of any additional expenses caused by possible increase of the agreed price in the new contract will be collected by the money that HQ NRDC-GR owes to him

c. The aforementioned measures are not applicable in cases of “force majeure”, which results in non-conformation with the provisions of this contract. The evidence for “force majeure” lies on the contractor. As force majeure suggestively mentioned the follow cases:

- General or partly strike which result in temporarily stop of the stoppage of the contractors business;
- Flood;
- Earthquake;
- War;
- Cut off of the electrical supply or malfunction of the machines that certified relevantly;
- Commercial transportation blockage (International Net);
- Commercial import blockage (Embargo).

## 10. TERMINATION FOR CONVENIENCE

The performance of this contract may be terminated whenever the Contracting Officer shall determine that such action is required. Contractor will be notified in writing (registered letter) at least thirty (30) days prior to date of termination, at which time contract will be automatically cancelled. Contractor will immediately submit any outstanding invoices for supplies or services delivered and accepted prior to termination date for payment. Also the letter of guarantee will be returned to the contractor in no later than ten (10) days after the expiration of the contract. The receipt of the letter of guaranty is contractor’s responsibility.

## 11. DATE COMING INTO FORCE

This contract shall come into force on **01 Jan 2016**.

## 12. DURATION OF CONTRACT

From 01 January 2016 until 31 December 2016 (included).

In the witness of the above, the Parties have hereto set their signatures.

**FOR THE NRDC-GR HQ**

**FOR THE CONTRACTOR**

DATE:

